

Amendments to the Claims:

This listing of the claims will replace all prior versions, and listings, of the claims in the application:

1 1. (Original) A method of managing workflows in a service provider environment in
2 which a service provider provides data storage resources to a customer, comprising:
3 providing a customer with a list of types of work order requests based on a permission level
4 associated with the customer, the work order requests comprising requests to manage storage
5 configuration;

6 receiving a selection of a type of work order request from the customer;
7 enabling the customer to generate a work order request of the selected type in a work order
8 request submission;

9 creating a database object based on the work order request; and
10 storing the database object in a database.

1 2. (Original) The method of claim 1, wherein enabling comprises:
2 providing to the customer at least one task screen corresponding to the selected type of
3 work order request and usable by the customer to generate the work order request.

1 3. (Original) The method of claim 1, wherein the work order request comprises values
2 of parameters specific to the selected type of work order request.

1 4. (Original) The method of claim 1, wherein the database object comprises elements
2 that include a customer identifier and the selected type of work order request.

1 5. (Original) The method of claim 4, wherein the elements further include a state to
2 indicate status of the work order request.

1 6. (Currently Amended) The method of claim 5, wherein the state can be set to
2 indicate a new work order request initially and later changed to indicate a closed work order
3 request.

1 7. (Original) The method of claim 5, further comprising:
2 assigning a work order request identifier to the work order request; and
3 providing the assigned work order request to the customer.

1 8. (Original) The method of claim 7, wherein the database object is stored in the database
2 as a table entry, the table entry including fields to store information associated with each of the
3 elements.

1 9. (Original) The method of claim 8, wherein the elements further comprise the assigned
2 work order request identifier and the work order request is stored in one of the fields in the table
3 entry.

1 10. (Original) The method of claim 5, further comprising:
2 processing the work order request using the table entry, processing comprising attempting
3 to perform any tasks required to satisfy the work order request; and
4 updating the state based on the results of the processing.

1 11. (Currently Amended) The method of claim 10, wherein updating comprises:
2 marking the state to indicate that the work order request is closed if such tasks are
3 performed successfully; and
4 otherwise, marking the state to indicate a failure if such tasks are not performed
5 successfully.

1 12. (Original) The method of claim 10, further comprising:
2 generating a billable event when the work order request is closed; and

3 storing the billable event in the database in association with the customer identifier and
4 account information.

1 13. (Original) The method of claim 1, wherein work order request submission is in the
2 form of an email.

1 14. (Original) The method of claim 1, wherein work order request submission is in the
2 form of HTTP.

1 15. (Original) The method of claim 10, wherein processing is managed by a workflow
2 automation that periodically queries the database to locate any new work order requests based on
3 the state in the table entry for each work order request.

1 16. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of the billable event are handled by the workflow automation.

1 17. (Original) The method of claim 15, wherein the workflow automation invokes other
2 processes needed to perform the work order request.

1 18. (Original) The method of claim 10, wherein processing is managed manually by an
2 administrator of the service provider.

1 19. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of the billable event are handled manually by the service provider
3 administrator.

1 20. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of billable events are managed manually by the service provider
3 administrator when the state indicates a failure.

1 21. (Original) A computer program product residing on a computer-readable medium for
2 managing workflows in a service provider environment in which a service provider provides data
3 storage resources to a customer, the computer program product comprising instructions causing a
4 computer to:

5 provide a customer with a list of types of work order requests based on a permission level
6 associated with the customer, the work order requests comprising requests to manage storage
7 configuration;

8 receive a selection of a type of work order request from the customer;

9 enable the customer to generate a work order request of the selected type in a work order
10 request submission; create a database object based on the work order request; and

11 store the database object in a database.

1 22. (Original) An apparatus for managing workflows in a service provider environment in
2 which a service provider provides data storage resources to a customer, comprising:

3 means for providing a customer with a list of types of work order requests based on a
4 permission level associated with the customer, the work order requests comprising requests to
5 manage storage configuration;

6 means for receiving a selection of a type of work order request from the customer;

7 means for enabling the customer to generate a work order request of the selected type in a
8 work order request submission;

9 means for creating a database object based on the work order request; and

10 means for storing the database object in a database.